

**Overview of Monthly Activity**

*The Bureau received 78 (32 were received electronically) complaints during the month of May 2015.*

*76 (30 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*7 were closed due to lack of Bureau jurisdiction*

*17 were dismissed for no violation*

*13 were referred back to the DOC*

*38 complaints were investigated*

*4 assist were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)*

*10 (8 electronic) complaints were substantiated (see below)*

*28 were unsubstantiated due to no violation of policy and/or procedure existing*

*8 complaints remain open (2 from April, and 6 from May)*

*The Bureau also corresponded with another 154 offenders who submitted complaints electronically*

**Substantiated Complaints & Recommendations to IDOC for Resolution****1. Heritage Trail Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that his arm is swelling up for no reason. He had filled out Healthcare Request Forms, but by the time they call him over, the swelling is usually gone.
<b>Basis for Claim</b>	Healthcare Services Directive 2.04
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen, evaluated, and treated further.

**Follow-up** No follow-up necessary as the offender has received further care.

## **2. New Castle Correctional Facility**

**Complaint Type** Clothing

**Complaint Summary** The offender complains that he was placed in RHU and not given sheet exchange for his bedding for over 4 weeks. He filed a grievance.

**Basis for Claim** The Use and Operation of Adult Offender Administrative Restrictive Status Housing 02-01-111.

**Investigative Summary** The Bureau contacted Sandra Kibby-Brown in Central Office.

**Outcome** Upon further review, the offender did not receive sheet exchange for four weeks and the grievance was not properly addressed.

**Follow-up** No follow-up necessary as the offender has received sheet exchange and the facility has addressed the sheet exchange issue.

## **3. New Castle Correctional Facility**

**Complaint Type** Dental

**Complaint Summary** The offender complained that he has put in two requests regarding being seen for an infection in the mouth and has not been seen.

**Basis for Claim** Dental Services Manual

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was seen and treated and the facility reviewed its scheduling procedures.

**Follow-up** No follow-up necessary, as the offender has been seen and treated and scheduling procedures have been improved.

## **4. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he has been taken off medication that he needs.

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<b>Basis for Claim</b>	Healthcare Services Directive 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen, evaluated, and prescribed the needed medication.
<b>Follow-up</b>	No follow-up necessary, as the offender is receiving the medication.

#### **5. New Castle Correctional Facility**

<b>Complaint Type</b>	Mental Health
<b>Complaint Summary</b>	The offender complained that he was in need of mental health medication, but was not prescribed any when he was seen.
<b>Basis for Claim</b>	Healthcare Services Directive 4.03 Mental Health Services
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The medication was provided, the facility referred the offender to psychiatric services, and implemented new efficiencies to ensure that referrals would be properly made in the future.
<b>Follow-up</b>	No follow-up necessary, as the offender has his medication and staff appropriately implemented efficiencies to ensure this would not happen again.

#### **6. Pendleton Correctional Facility**

<b>Complaint Type</b>	Credit Time
<b>Complaint Summary</b>	The offender complained that he had not been awarded the appropriate number of jail time credit days.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Randy Short, Supervisor of Adult Offender Placement
<b>Outcome</b>	The credit time was updated in OIS (Offender Information System).

**Follow-up** No follow-up necessary, as the offender's EPRD has been updated.

**7. Plainfield Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** Offender complains that he injured his shoulder and has submitted several healthcare request forms and was supposed to get an MRI, but had not been scheduled.

**Basis for Claim** HCSD 1.05 Offsite Medical Referrals

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was seen and given a referral to an MRI.

**Follow-up** Follow-up in 30 days to ensure that he's received his MRI.

**8. Plainfield Correctional Facility**

**Complaint Type** Phone

**Complaint Summary** Offender complains that he was released, but when he went back to the IDOC he was kept on the same restriction that he was on previously.

**Basis for Claim** 02-01-105 Telephone Privileges

**Investigative Summary** The Bureau contacted Mr. Penfold, facility grievance specialist.

**Outcome** The restriction was, per policy, changed to three months.

**Follow-up** No follow-up necessary, as the restriction was changed.

**9. Putnamville Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** Offender complains that his sugar level keeps dropping and believes that medical is not treating it appropriately.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was seen by the provider and is being treated further.

**Follow-up** No follow-up is necessary.

**10. Putnamville Correctional Facility**

**Complaint Type** Visitation

**Complaint Summary** Offender complains that he had been released on parole and when he came back he was put on a permanent visitation restriction instead of a 6-month when he committed a new conduct offense.

**Basis for Claim** 02-01-102 Offender Visitation

**Investigative Summary** The Bureau contacted Sandra Kibby-Brown in IDOC Central Office.

**Outcome** The offender's visitation restriction was updated appropriately to a 12 month restriction.

**Follow-up** No follow-up is necessary.

**Assists**

**1. Indianapolis Re-Entry Facility**

**Complaint Type** Classification - Time cut

**Complaint Summary** The offender complained that he had not received his PLUS time cut.

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Randy Short, Director of Adult Placement in IDOC Central Office.

**Outcome** The offender has received his time cut.

**Follow-up** No follow-up necessary, as the offender has received the time cut.

**2. Plainfield Correctional Facility**

**Complaint Type** Classification - Time Cut

**Complaint Summary** The offender complained that he had not received his PLUS time cut.

<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Randy Short, Director of Adult Placement in IDOC Central Office.
<b>Outcome</b>	The offender has received his time cut.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the time cut.

**Follow-up from Previous Months**

No follow-up at this time.